

United States Bankruptcy Court Western District of Texas Vacancy Announcement



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POSITION INFORMATION

Job Grade: CL27

Salary Range: \$45,928-\$74,628

HOW TO APPLY

Submit a current resume with salary history, a letter of interest which includes an example of a challenging technical issue that you have encountered within the past two years and describe how you dealt with or resolved it to:

Patty Nelson, HR Manager
USBC
615 E. Houston, Suite 546
San Antonio, Texas 78205

Or send PDF to
Patty_Nelson@txwb.uscourts.gov

Resumes must be received by 5pm
on Friday, August 31, 2012.

BENEFITS:

- Paid holidays
- Annual leave/Sick leave
- Federal Employee Retirement System

Optional participation:

- Thrift Savings Plan
- Federal Employees' Health Benefits
- Dental & Vision Program
- Health Care Reimbursement Program/Dependent Care Reimbursement Program
- Group Life Insurance
- Flexible Benefits Program
- Long Term Care Insurance
- Long Term Disability

Audio Visual Technology Specialist #2012-03AVTS

The U.S. Bankruptcy Court for the Western District of Texas is seeking qualified candidates for Audio Visual Technology Specialist. The position is located in Austin, Texas and reports to the IT Manager in San Antonio, Texas. The clerk's office has 55 employees in five offices which include Austin, El Paso, Midland, San Antonio and Waco. The clerk's office serves four Judicial Officers and their staff.

The position of Audio Visual Technology Specialist has the co-responsibility of designing, supporting and maintaining audio/visual, courtroom technology, sound system, video conferencing and any other electronic courtroom needs. In addition, this position will also provide end user support for all automation, data communication processes, and telephone equipment. The Specialist provides guidance and support to judges, staff of the court, members of the bar, various federal agencies, and others. The Specialist is responsible for the smooth operation of technology used in a courtroom environment, as well as helping to ensure that persons using these resources are adequately trained. Install, support, troubleshoot and upgrade hardware and software for audio/visual courtroom technologies and other systems that are used by Judges, Attorneys, or court staff and be available for consultation or troubleshooting when these systems are in use.

The incumbent will meet with counsel in advance of proceedings on the use of electronic courtroom technology to test equipment and ensure that counsel's equipment works properly. Ensure that courtroom technology remains current and coordinate system upgrades. Regularly monitor courtroom equipment to assure performance and reliability. Will be responsible to make sure that courtroom applications work properly thus allowing the Judge to hold court without disruption. Assist IT staff in the performance of general IT duties. Respond to end user's request for help desk assistance. Investigate and resolve issues in a timely manner. Diagnose hardware and software problems. Investigate, identify and replace defective components. Configure and install workstations based on a standard image and individual users'

requirements. Install, maintain, and support desktop and laptop systems, printers, scanners, smartphones and peripherals. Maintain desktop and laptop connectivity to servers, including network connectivity to the Judiciary's data communications network and the Internet. Maintain contact with IT team to stay abreast of developments, techniques and user programs. Support mobile computing devices and remote access. Perform inventory control duties.

Experience required includes a minimum of two years of progressively responsible technical experience which provides knowledge of designing, implementing or maintaining audio visual systems. Knowledge and skill in installing, configuring, implementing and supporting Microsoft Windows XP and Windows 7, Mac OSX, Microsoft Office 2007 and 2010, Lotus Notes, Internet Explorer and FireFox. Knowledge and skill in installing, configuring, implementing and supporting, Cisco VPN, GoToMeeting, VNC and RDP.

Experience with Biamp Nexia TC/VC, and Lectrosonics is preferred. Experience with televideo conferencing hardware/software such as Polycom also preferred.

Bachelor's degree or graduation from an accredited technical school preferred.

The successful candidate must possess the ability to exercise mature judgement, excellent verbal and written communication skills, be highly self-motivated, results-oriented, detail oriented, organized, and present a professional demeanor. Periodic overnight intradistrict travel is required.

Federal judiciary employees are considered at will and are not subject to the employment regulations of competitive service. Employees are required to adhere to the Code of Conduct for Judicial Employees. Employees undergo an initial OPM Background Investigation. Appointments to the position are provisional and contingent upon the satisfactory completion of a background investigation. Updates are required every five years. Applicants must be a U.S. Citizen or lawful permanent resident actively seeking citizenship. Travel expenses for interviews cannot be reimbursed.